

10th Anniversary Issue

Plant Operations
Support Consortium

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Winter 2006

Consortium celebrates ten years of service

'If we tell you a rooster will pull a plow, you just need to go out and buy the harness'

If you've ever discussed facilities with Consortium manager Bob MacKenzie, or have ever heard him present on the subject, you might be familiar with his coined phrase, "If we tell you a rooster will pull a plow, you just need to go out and get a rooster harness." Whether you're among the crowd who responds in laughter or in confused stares, the message should still be easily understood. When Plant Ops staff tells their public clients they'll do something, they generally do it...quickly. Consortium staff is guided by the "Three tenets of POS: *Taxpayers must win, all actions to be done with clean heart, and no one is to receive a private benefit.*"

"That's really what our program is based on," MacKenzie said. "It's why members return year after year and keeps us operationally focused."

This winter, the Consortium celebrated 10 years of supporting public facilities professionals across the Northwest. The Consortium has grown considerably since its pilot stage in 1996, evolving from a program dealing more strictly with informational sharing, to a full-on



Plant Operations Support staff and members have enjoyed a decade of public stewardship through collaborative facilities management practices.

support collaborative that offers assistance in nearly anything and everything related to facilities; including project management and onsite assessment/consultation, professional development opportunities and equipment brokering and locating. Washington state Department of Transportation was the first member in 1996, and we recently welcomed our latest — Grays Harbor Development Authority — joining around 120 colleges, universities, school districts, utilities, state and provincial agencies and other states.

In the fall of 1995, the program

was conceived in response to a statewide survey on facilities management issues. Its creation was a collaborative effort between the Washington state Department of General Administration (GA) and the Capital Policy and Communication Committee and was sponsored by the Washington state Office of Financial Management.

In January 1996, GA launched the program by sponsoring a pilot demonstration. Objectives of the program included:

(Please see "started," page 3)

Consortium Timeline

January 1996—Creation of POS as a pilot program; Washington Dept. of Transportation is first member.

April 1996—POS website and Listserv premiers

Visit us on the web!

Be sure to visit the Plant Operations Support website at www.ga.wa.gov/plant. While you're there, feel free to check out the many great resources available at the click of the mouse, including professional development announcements, *Mac's Nickel* ads (a listing of surplus and salvage opportunities), and much more!

Join the Consortium Listserv!

The Consortium's electronic listserv links you to various plant operations and maintenance professionals, and allows members to advertise surplus or salvage items, solve problems, answer questions and simply learn from each other's experiences. Contact your Plant Operations Support staff at plantop@ga.wa.gov to sign up!

If you're not already a member of the Consortium,...

...what are you waiting for? If you don't already have every resource at your disposal and all the money you need, then find out how the Plant Operations Support Consortium can help! Contact us at plantop@ga.wa.gov.



State of Washington

DEPARTMENT OF GENERAL ADMINISTRATION

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Congratulations to Plant Operations Support Consortium February 2006

Please join me in celebrating the 10-year anniversary of the Plant Operations Support Consortium. Since its inception in January 1996, the Consortium has received international, national and state awards, and its members have enjoyed more than \$29 million in avoided costs and procurement savings. More than 20,000 requests for assistance are indicative of the responsive and collaborative resource-sharing among members.

I am proud to be director of the department that houses such an impressive program within its Facilities Division. The staff works to link *needs with solutions* across many political and geographic boundaries. They receive requests for everything from locating hard-to-find tractor accessories to conducting a national survey to find benchmarking data. The program has even been used to create and operate a building department for a major Washington state port. Program flexibility and an imaginative approach to cooperative management make the Consortium an enduring and useful tool for facility managers.

The achievements of the Consortium have served as models for other states and public entities. When we work together in pursuit of that same goal there is synergy! We salute members and Consortium staff for keeping the program operationally-oriented, customer focused and relevant to member needs. Let's celebrate the successes of the past 10 years and look forward to impressive accomplishments in the future.

A handwritten signature in cursive script that reads "Linda Villegas Bremer".

Linda Villegas Bremer
Director of Washington Dept. of General Administration

Consortium Timeline

Summer 1996—First issue of Shop Talk published

March 1997—POS hosts first videoconference

POS Notes



**Bob
MacKenzie**

Drafting POS Notes for the 10-year commemorative edition seemed daunting. That is, until I realized the 10-year issue was not about slapping ourselves on the back for making it this far, pointing to the myriad awards we've collectively received or the nearly \$30 million we've all saved our taxpayer publics. Rather, the issue is dedicated to the folks that made the Consortium an enduring and useful tool for facility managers these past 10 years...you. You, the hard working public facility managers we serve, made the Consortium a reality. You epitomize selflessness, cooperation, maximization of scarce resources, collaboration, sharing and more. Simply put, you're the best audience one could play to. Your Consortium staff has in some ways been a reflection of the changes we've all seen these past ten years. Many have moved on to retirement or new

life pursuits, including teaching, business, military service and other paths. I applaud staffers Karen Purtee, Dorothy Trethewy, AnneMarie Bammert, Jahmal Lewis, Mandy Leaverton, Tonya Darby, Rob Kemper, Mindy Swanson, Jim Hryniewicz, Aaron Heath, Sarah Magney, and Victoria Savino Brooks. Most recently, Dan Moore, the Consortium's senior facilities planner of the last three years, has moved on to the next chapter in his life. He and his new wife now reside in Spokane, WA. Like the others, Dan will be sorely missed, as his expertise, hard work and diligence brought significant value to members in project management arenas.

I am honored to work with professionals forming your current staff: Phil Person, Phil Partington and Sue Brown. Our matrix supervisors, colleagues, associates and key supporters are too numerous to list; but a few standouts include Representative Frank Chopp, John Pennington, Cheryl Royal, Clint Loughheed, Harvey Childs, Bear Holmes, Rand

Mackenzie, Dave Milne, Edwin Hood, Dwight Herron, Roger Wigfield, Eddie Miller, Nick Cockerel, Ron Niemi, Ron Moorehead, Stu Simpson, Greg Rohner, John Lynch, Bob Hubenthal, Kent Nugen, BG Gordon Toney, Bill Glaeser, Cynthia Putnam, Bob Peterson, Pattie Williams, Brian Miller, Bob Bippert, Billie-Gwen Russell, Dan Dawkins, Dave Boyer, Rick Osberg, Ron Carver, Bob Curtis, Mike Scott, Ted Perkins, Stan Nelson, Kevin Warner, Brian Riley, Bryan Visscher, Bob Johnson, Bob Quimby, Doug Coleman, Jim Hayes, Rick Cheney, Ken Rose, Todd Currier, Marsha Tadana Long, Pete Babington, Mike Carlisle, Jim Vane, Tuck Wilson, John Franklin, Bob Sanchez, Steve Fry, Scott Hogman, Dwight Johnson, Paddy Hescoc, Ed Valbert, Dick Moore, Rob Fukai, Marcia Harris, Jim Coolican, Bruce Thomas, Mark Jacobsen, Dale Bowen, John Lee, Randy Graham, Paul Smith, Larry Keeton, Linda Villegas Bremer, Jim McCain, Andy Golay, Jonathan Martin, Kip Eder, Kathi Fyfe and many more.

Please see "Notes," page 10)

("Started," continued from page 1)

- Creating a unifying organization for isolated, dispirited facility managers in state agencies;
- Providing a clearinghouse for lessons-learned and best practices;
- Developing a focal point for those needing technical and consultative assistance;
- Ensuring public facilities managers "avoid re-inventing the wheel;"



Jerri McCray

- Making sustainable operations a way of doing business.

"POS is a best practice approach to carrying out the mandate of the

state, focusing on resource-sharing, while helping others with a commitment of teamwork and partnership for quality outcomes," said Jeraldine McCray, former associate vice president of the University of Washington—Facilities Services Division, and long time Consortium member.

Bob MacKenzie, manager of the program since its inception, suggests that the program's members deserve much praise for their, "constant attention to detail and due diligence." He also credits his staff.

"This program has attracted the most talented, motivated and innovative employees I've ever known in state service," he said. "We believe it's an honor to serve facilities professionals and we view our roles more as excit-

ing quests than merely jobs."

"The Consortium's success is directly attributed to the eagerness and cooperation of its members," said MacKenzie. "These facilities professionals are truly stewards of the taxpayers and their clients and it's humbling to witness."

For additional information about the history of the Consortium's 10-year life, check out www.ga.wa.gov/plant/history.htm.

Consortium Timeline

April 1997—POS signed into Washington state law by Governor Gary Locke

October 1997—Consortium captures IFMA Golden Circles Award (international)

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Consortium adds project management to menu of services

'We view each project personally as if it's our money'

Project management wasn't always part of the Plant Ops resume. However, beginning in 1999 a few members requested detailed, on-site industrial hygiene services and Dorothy Trethewy responded accordingly. Dorothy had joined POS in January 1999 (see Winter Shop Talk 1999) as its first facilities resource coordinator. She also doubled as a resource conservation manager for the State Capitol Campus. She assisted a number of POS members resolved vexing indoor air quality problems and facilitated a number of workshops designed to provide economical, operationally savvy training to overworked facility managers.

Dorothy accepted an early retirement from the state and Phil Person stepped in to further develop the project management venue of the Consortium. In fall 2000 he pioneered an effective, highly efficient way of demolishing public facilities with the Henderson Bay Alternative High School project in Gig Harbor. The project was completed on time and saved the district more than \$120,000 that had originally been estimated for the project.

"The POS-Peninsula SD partnership was a success from the start," said Jim Bellamy, facilities planner for the district at that time. "We saved time and money and maximized Consortium and district resources to complete a project in a highly visible, ecologically-sensitive area."

Phil Person soon added another success to the Consortium project list with the demolition of an old grain mill in June 2001 in Snohomish, Washington. Bill McDonald, Snohomish City Manager at the time, said the city council first joined the Consortium because of "its reputation for successful construction management, recycling abilities and collaborative efforts." The site was cleared and prepared for eventual construction of the Snohomish regional library and other city services.

Since 2001, Consortium members have asked POS staff to manage projects more than 43 times and the size and scope of the projects are as diverse as the members who have since joined our merry family. Projects range from renovations of school structures, to demolition of multifamily apartments, to constructing retaining walls to digging new water wells, to creating new county correctional facilities around the state and more.



Since 2001, Consortium members have asked POS staff to manage projects more than 43 times.

Phil Person was recalled to active military duty in January 2002 and Dan Moore soon took over the reins of senior project coordinator for the Consortium staff. Dan joined the Consortium staff after having spent many years in private and government construction arenas.



POS recently completed a project assisting South Puget Sound Community College that resulted in more than \$40,000 in savings. The college recently received the Washington state Department of Environmental Excellence for their success in moving old portable buildings rather than sending them to the landfill.

Moore believes members receive tangible value and on-site, personalized service...beyond those normally provided by other firms or organizations. He's currently managing 12 projects throughout the state, with project estimates ranging from \$14,500 to \$790,000.

"We view each project very personally, as if it's our money and we complement the owner's perspective by bringing operational savvy and expertise," he said. "Additionally, we're able to achieve synergies that might not be available elsewhere, such as maximizing the strengths of an entire division of engineers and architects (GA's Division of Engineering and Architectural Services), a top-of-the line contracts section, cost engineering, dispute resolution services...the whole shebang."

(Please see "project management," page 8)

Consortium Timeline

January 1998—POS saves members \$4 million since January 1996

May 1998—First Canadian member joins (Ministry of Attorney General)

Millions saved by Consortium materials brokering services

'I don't need data, I need a pick-up truck!'

In the early stages of the Consortium's growth — way, way back in June 1996, before iPod, Desperate Housewives and a 2006 Seahawks Super Bowl appearance— the Consortium manager toured a port member's facilities site in eastern Washington. Bob MacKenzie asked the member if the port could benefit from the various data bases and best practices the program had accumulated to enhance operations such as his. The port member fixed a steely gaze on Bob and responded, "I don't need data, I need a pick-up truck."

Well, it just so happens that Bob had just visited another port member who, coincidentally, offered a low-mileage pickup at a reasonable cost to the Consortium...so, you see where the story's heading. Consortium staff then began to serve as lynch-pins of member material and equipment "haves" and member "needs." The equipment and materials brokering process became more sophisticated and effective with the cooperation of colleagues in state and federal surplus, and similar relationships in higher education, ports, school districts, municipalities and even private industry.

The underpinnings of the efforts today are to ensure taxpayer resources are maximized and remain in the public arena. The program is predicated on members offering their slightly used



Spring 1998, members of the Washington National Guard practice sustainability and assist the Consortium by transporting hundreds of salvaged rail ties throughout Washington for re-use by many members. Their efforts earned the Guard and the Consortium a Washington State Quality Award of Excellence.

load large numbers of pieces of equipment in minimal time and re-use them for the district's benefit.

As LEED and sustainable design became common terms today the idea of operational sustainability takes on even more meaning and the Consortium can enhance member benefits. Recent examples show the win-wins possible. South Puget Sound Community College asked Consortium staff to assist with demolition of 1982-era modular buildings: a total of 10,400 sq. ft. of facilities space. Instead of a simple demo, which would have resulted in more than 172 tons of debris and construction waste deposited in nearby landfills, the Consortium staff identified a non-profit organization which wanted to re-use the venerable portable structures.

The non-profit paid a contractor \$58,000 to prep and move the portables from the SPSCC campus to nearby Steamboat Island in Olympia, where they will be used as a private school. The non-profit organization saved more than \$300,000 by reusing the portables, and SPSCC saved more than \$40,000 in demo costs, and the environment was not burdened either.

(Please see "materials," page 9)

equipment to other members, or enabling Consortium staff to assess their construction sites for possible recycling opportunities. Consortium staff has been asked to find sticker stackers, walkie stackers, model bow tugboats, fencing, cabinets, desks, tables, chairs, beds, trucks and other vehicles, crawlers, graders, sludge trucks, fire trucks, hand-trucks, teddy bears, man lifts, work platforms, cranes, cages, sirens, jersey barriers, ecology blocks, ten-, five-, and one-yard dumps, flatbeds, bridges, rail ties, railroad cars, cabooses, buildings, parts of buildings, roofs of buildings, and more. You get the drift.

"I'd say our district has saved about \$100,000 in just five years through the POS Consortium," said Dale Bowen, former superintendent of tiny Wishkah Valley School District near Aberdeen, Washington. Bowen and his team often respond to Consortium offerings and are called the "Condors" by staff because of their uncanny abilities to scavenge and



Washington Corrections Center for Women staff load cardboard bails. Another example of members helping members.

Consortium Timeline

Fall 1998—POS opens doors to local colleges to provide opportunities for student internships

Winter 1999—First Honorary Lifetime Members inducted (Ray Anderson, Paul Fiedler and Paul George)

Technically speaking: POS responds to variety of member queries

'I call Consortium staff for just about anything, from yellow-bellied marmot eradication to industry benchmarking

Since 1996, Consortium staff has received more than 22,345 requests for assistance, for an average of 2,000. Most of these — 85% — were resolved within 72 hours, according to Consortium statistics.

A review of the types of requests reveals they are as diverse as the Consortium membership and usually are a major consideration in whether an organization will gain full value from its membership.

"I call Consortium staff for just about anything," said Bryan Visscher, maintenance and operations director of Wenatchee School District. "They've responded quickly and accurately on topics ranging from how to eradicate yellow-belly marmots to indoor air quality concerns of my stakeholders." Visscher contends he's saved many thousands of dollars and hundreds of labor hours by leveraging Consortium staff.

Consortium staff provides technical and consultative assistance to members as part of the program's primary charter. Staff asks three basic questions when members call: "when do you need this, how will you let us handle it, and what is your budget?" These components guide the methodologies utilized in most instances.

"We try to take off the 'hats' of as many requesting members as possible for at least 20 minutes per week," said Phil Partington, a Consortium program coordinator. "We aggressively try to resolve the issue with our internal resources (including other GA resources), then our Listserv, the Internet and other member's assistance...and, we work hard to keep our members posted on our status."

There are times when the complexity of the requests demand more time for resolution, Partington said. But, "we know the member is counting on us and allow them to remain focused on other duties."

Consortium staff members have also administered 48 local, regional and national surveys in response to member queries since 1996. Data derived from the surveys have enabled staff to "peg" member operations against industry benchmarks and standards and better support member requests for more personnel and better salaries. Surveys have also been completed as part of Consortium staff on-site assessment, requested by members.

These on-site events and associated research surveys are part of the No-Fault Effectiveness Assessment program offering. The assessment is a voluntary, non-audit look at member operations and has included custodial, facilities maintenance, work order management—even member safety and emergency preparedness areas.



Sue Brown

Sue Brown, another program coordinator, is relatively new to the Consortium staff and has already responded to myriad member requests for assistance, including an in-depth analysis of fuel cell technology. She has amassed a compendium of data for members who have previously expressed interest in fuel cell technology. The data is available upon request to other members.

"I'm just astounded at the member-to-



Governor Gary Locke signs House Bill 1066, State Facilities Maintenance, in the Capitol on April 27, 1997, as bill sponsors and key supporters look on. Since then, the POS program has grown significantly, currently responding to about 2,000 requests for assistance per year.

member assistance available in the Consortium," she said. "Members are so selfless and giving of their expertise and experience to assist others...it's truly a way to avoid re-inventing the wheel, and I'm so happy to be a part of the family."

Technical and consultative assistance, as well as professional development advice, enable members to get the most out of their membership in the merry family of public facilities managers.

"POS staff has always responded quickly and is able to connect me with the right places or people to get answers to tough questions," said Ed Valbert, a project manager with Washington state Department of Social and Health Services. "I have confidence in them to handle the most sensitive issues and aggressively find resolution in record time."

Consortium Timeline

Fall 1999—\$6.9 million saved to date; NASCA Outstanding Program Award

1999—Members focus attention on Y2K issues.

Into the crystal ball: Assessing the future of facilities management

Public facilities managers spell out what they see as vexing challenges now and in the long-term

Our members often face similar challenges, regardless of the size or type of facility they maintain. Educational facilities managers, for example, encounter many of the same frustrations as their peers in state corrections. Port and utility districts staff must cope with many of the same issues as natural resource agency managers. The Plant Operation



Bob Curtiss



John Bingham



Gary Vandall



Greg Plummer

Support Consortium brings all our diverse members into one "family," where they can share their challenges and solutions saving taxpayers money and other precious resources. Recently, Shop Talk staff asked some Consortium members to identify key challenges they expect to face in the next five to 10 years. Their responses provide an insightful glimpse of the key facility management hurdles we all can expect in the next decade.

Bob Curtiss is the former facility manager of Frances Had-don Morgan Center in Bremerton, and now serves as the director of professional support services of Rainier School in Buckley, Washington. Both facilities serve the state Department of Social and Health Services. Curtiss has made maximum use of the Consortium

throughout its 10-year existence to answer his technical questions or to locate materials and equipment. As a facility manager of a state facility, he believes it's unique and challenging to compete with other state agencies for scarce funds from the legislature.

"We serve a sensitive clientele of severely disabled individuals," says Curtiss. "Yet we compete for funds with agencies that have far different missions, such as corrections and natural resources."

Comparing apples to apples, so that managers can clearly articulate their facilities needs and realize adequate funding, are real hurdles, Curtiss adds. He believes that it's more difficult to operate public facilities than private ones because of all state agencies must compete for the same dwindling pot of funds.

"The Internet can produce more paper — not less — and results in less time in the field correcting problems and providing more hands-on-tasks, so it's good and bad."

**Gary Vandall,
Facilities Manager of Green Hill School**

If Curtiss had a blank check, he would "purchase new and badly needed equipment; renovate several buildings on campus and demolish those beyond their useful life; and upgrade his facility's infrastructure, with the goal of creating facilities that provide the highest-quality of life for our clients."

John Bingham, maintenance manager for Marysville School District, just north of



Greg Banner, Olympic Corrections Center, (left) conducts an on-site assessment with Bob MacKenzie

Everett, WA, agrees that sufficient funding continues to be a severe restriction for public facility managers.

"A significant difference between our public arena and that of the private world is we are subject to funding through state and local levy and bond measures," he says. "In addition, how our funds are used are open to review and subject to more in-depth scrutiny than what you may find in the private sector."

Another common concern among Consortium members is keeping abreast of rapidly changing technologies, and affording training for their staff. The use of Internet-based management and control systems are viewed as both bane and blessing. Information technology is closely intertwined with facilities maintenance, says Gary Vandall, facility manager of Green Hill School, a Juvenile Rehabilitation Administration institution in Chehalis, Washington.

(Please see "future," page 8)

Consortium Timeline

Fall 2000—POS premiers project management process for member school district.

Winter 2001—Consortium celebrates five years of service; \$12.6 million saved to date; membership quadruples.

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("Future," continued from page 7)



Demar Holtz

"Blackberries, desktops, laptops, programmable cameras systems; all have to work correctly, even as the institution's steam plant must be properly operated...all with your same staff, increasing work load and limited or no training dollars," he said. "The Internet can produce more paper — not less — and results in less time in the field correcting problems and providing more hands-on-tasks, so it's good and bad."



Edwin Hood

There's even more challenges related to staffing, says Greg Plummer, facilities director of Community Colleges of Spokane. He believes his organization, like others in the Consortium will suffer with the coming retirement of the baby boomers generation.



Phil Partington

"When they leave, they will take decades of experience with them, says Plummer. "They will be replaced by a younger generation without the experience of those they replace."

Plummer also believes that some young employees lack the work ethic of their

predecessors. This lack of drive and skills present a major challenge for facilities managers. "We will have a particular problem in replacing our skilled trades people, he says."

State correctional facilities face many of the same challenges.. Demar Holtz is facility manager of Washington's Cedar Creek Corrections Center, near Rochester, WA. His facility is scheduled to be renovated to accommodate an increase in offender population over the next several years.

"Adapting new technologies in the new buildings to fit-in with some of our older existing facilities will be a major concern," he said. "Remodeling of existing living units presents some challenging scheduling issues as offenders are moved in and out of temporary living space while the remodel effort is conducted."

Green building, sustainable operations, and LEED certification are added challenges for facility managers. Edwin Hood is energy manager for the Abbotsford School District in British Columbia. He believes one of the biggest challenges facing facility managers is convincing their executive management teams and governing boards of the need for capital investment and facility upgrading. Through his efforts the school district was able to show how upgrading pays back big dividends, while reducing energy consumption by as much as 35 percent. How those savings are ultimately used will affect the overall long-term condition of our facilities.

Rest assured, these and other Consortium facility manager members will face their challenges with innovation, perseverance and consummate skill. It's what makes them, "so special and receptive to external support," said Phil Partington, POS Consortium program coordinator. "We know our members are faced with daily and long-term challenges and we certainly hope we're able to lighten their loads whenever we can. They are certainly the best public stewards and deserve everything and anything we can do to help them out. Bad news doesn't get better with age, he says. Maybe getting the word out about their issues and hurdles will better inform decision makers and provide more resources where they're needed."

For more information about challenges confronting Consortium members, contact Bob MacKenzie (360)902-7257 bmacken@ga.wa.gov.



Members, such as these from The Evergreen State College, practice operational sustainability.

("Project management," continued)

Bob MacKenzie and other Consortium associates augment the ability of the staff to respond to member project management needs. Bob is managing projects such as the remodel of the Hoquiam Train Station, the Tacoma-Pierce County Health Department counseling and child care project in Tacoma, various job order contract projects throughout the state, and managing installation of a portable classroom at McCleary School District. He recently completed a project assisting South Puget Sound Community College that resulted in more than \$40,000 in savings. The college recently received the Washington state Department of Environmental Excellence for their success in moving old portable buildings rather than sending them to the landfill. **Contact Bob MacKenzie (360) 902-7277 or e-mail bmacken@ga.wa.gov for more information on project management with the Consortium.**

Consortium Timeline

September 2001—September 11th terrorist attacks change every members' approach to security

October 2003—Council of State Governments Innovation Award for Tri-Phase Initiative

("Materials," continued from page 5)

SPSCC subsequently was awarded the Washington state Award of Environmental Excellence. That's what we're talking about!

Similarly, as Consortium staff managed a renovation project in Tacoma for the Tacoma-Pierce County Health Department, Oak Harbor School District facilities staff dismantled a Liebert computer server cooling system and associated FM-200 fire suppression system. The equipment was considered surplus to the project and would have been demo'd by the contractor. Savings to the TPCHD project because of OHSD intercession? More than \$5,000. Savings to OHSD? As much as \$100,000. Now, that's

operational sustainability!

"The price is right," said Kurt Bauch, district electrician.

Consortium staff also offer procurement assistance to members, and have been asked over the years to put together complex procurement packages that have saved members many thousands.

"We applaud Consortium staff and their efforts that has saved our institution tens of thousands of dollars in the past eight years," said Dwight Johnson, facilities manager of the Washington state Correction Center in Shelton, Washington.

"They enabled us to effectively and prudently commit capital dollars to purchase

a sludge truck in a very short time frame...a total win-win for all concerned."

"Additionally, in December 2005 I received a quote from our elevator service provider for \$26,000 to repair two of our elevators. I contracted the Consortium in search of some options. Within an hour of my call, Bob MacKenzie made contact with Washington State Chief Elevator Inspector, Jack Day, on our behalf. The resulting dialog that occurred between Mr. Day and myself ultimately lead to the prompt repair of the elevators for a total cost of \$600...for a total savings of \$25,000.

Call POS Consortium staff for details (360) 902-7227 ppartin@ga.wa.gov.

Plant Operations Support Consortium Honor Roll

Check out the Plant Ops website for quick links to Consortium member websites—<http://www.ga.wa.gov/plant>

K-12 Schools

Abbotsford, BC

Bridgeport

Cascade

Centralia

Chehalis

Comox Valley, BC

Coquitlam, BC

Coupeville

Delta, BC

East Valley

Spokane

Easton

Eatonville

Edmonds

Elma

Enumclaw

ESD 101

Federal Way

Highline

Hoquiam

Ketchikan, AK

Kittitas

Liberty

Marysville

McCleary

Mission, BC

Moses Lake

Mount St. Michael's

Mukilteo

North Thurston

Oak Harbor

Ocosta

Okanogan Skaha, BC

Peninsula

Port Townsend

Quilcene

Quillayute Valley

Rochester

Rosalia

South Kitsap

Snohomish

Snoqualmie Valley

Stanwood-Camano

Sumner

Sunnyside

Sunrise Beach

Surrey, BC

Vashon Island

Wenatchee

White River

Wishkah Valley

Yelm

Universities/Colleges

Big Bend CC

Clark College

Columbia Basin CC

CC of Spokane

Eastern Washington

University

Evergreen State

College

Highline CC

Olympic CC

Renton TC

South Puget Sound CC

Univ. of Washington

Washington State

University

Energy Coop

Extension

Ports

Port of Everett

Port of Kennewick

Port of Sunnyside

Municipalities

City of Hoquiam

City of Marysville

City of Redmond

City of Tacoma

City of Tukwila

City of Tumwater

City of Walla Walla

Clark County

Cowlitz County

Cowlitz County PUD #1

Grays Harbor Public Dev. Auth.

Jefferson County

King County Housing Authority

Kitsap County

Lakehaven Utility District

Lewis County

Pierce County

Pierce County Housing Auth.

Pierce County Library System

Tacoma-Pierce City Health Dept

Town of Eatonville

Whatcom County

Canada

City of Port Moody

States

Alaska

Oregon Youth Authority

Washington St Agencies

Corrections

Criminal Justice Training

Commission

Ecology

Fish and Wildlife

General Administration

Health

Information Services

Licensing

Liquor Control Board

Military

Natural Resources

Parks & Recreation

School for the Blind

School for the Deaf

Social & Health Services

Transportation

Veterans Affairs

Washington State Patrol

Consortium Timeline

Fall 2004—Peninsula School District becomes the first to use JOC program through POS

Fall 2004—Mount Saint Michael's becomes the first non-profit member of Consortium

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Shop Talk is a quarterly online publication of the Plant Operations Support Program. The newsletter is intended to be an informative and operationally oriented medium for public facilities managers. Contents are also available in hardcopy. We welcome feedback on the newsletter's contents and input from readers. We reserve the right to edit correspondence to conform to space limitations. Bob MacKenzie is program manager and editor. Contact him at 360.902.7257, or e-mail bmacken@ga.wa.gov. Phil Partington is POS webmaster and assistant editor. Contact him at 360.902.7277, or e-mail ppartin@ga.wa.gov. Special thanks to Jim Erk-sine, Steve Valandra and Sue Brown for editing assistance, and Viet La for format assistance. Plant Operations Support does not make warranty or representation, either expressed or implied, with respect to accuracy, completeness or utility of the information contained herein. Plant Operations Support assumes no liability of any kind whatsoever resulting from the use of, or reliance upon, any information contained in this newsletter.



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Linda Villegas Bremer, Director

("Notes," continued from page 3)

We salute those who have been nominated and selected to be Lifetime Consortium members: Bill Moore, Grant Fredricks, Greg Plummer, David Halme, Bill Low, Leroy Peoples, Gene Sawyer, Joe Waiblinger, Gary Jones, Fred DeBolt, Robert deGrasse, Tom Henderson, Fred King, Jeraldine "Jerri" McCray, Thomas Neff, Dorothy Trethewy, Norm Pacholke, Charles "Charlie" Hicks, Sr., Ray Anderson, Paul Fiedler and Paul George. In 2005 we happily added four more: Grant Fredricks, Kip Eder, Bill Moore, and Harvey Childs. We fondly bid adieu to Jerri McCray, Vice-President of Facilities Services, UW. We wish her the best in well-deserved retirement.

This 10-year issue highlights the growth and transition of the Consortium's five service offerings over the years: project management, technical and consultative services, equipment/material brokering, on-site assessments and professional development. These focus areas have been requested by you and modified as your needs changed. They will no doubt be modified even further as you so request and new offerings emerge as well. The growing prominence of LEED, Green Building and operational sustainability appear fertile ground for Consortium expertise and implementation.

We're especially grateful to members such as Pattie Williams, who selflessly provide their expertise to Consortium members. Pattie manages more than 100 custodians on the Washington state capitol campus, yet has repeatedly responded to member requests for onsite assessments of their custodial operations. Sunnyside School District is the most recent beneficiary of her expertise.



Pattie Williams

We look toward the future with optimism, and we pledge to redouble our efforts to find innovative solutions to your vexing challenges. Our program is predicated on customer support and member satisfaction. Your annual or biennial membership tuitions keep the program running. Similarly, our project/construction management and other professional services are likewise sustained solely by service fees. Thank you for supporting the concept of collaborative facilities management.

Most new members join because of word-of-mouth recommendations. If you know of an organization that might benefit from Consortium membership, give them our number and give your POS staff a shout.

Bob



The second annual Energy/Facilities Connections Conference promises to be a comprehensive training opportunity for energy, facilities, and business staff. This is an excellent opportunity for public sector professionals—school district, state agencies, utilities, provincial ministry, local government and higher education—to learn best practice approaches to vexing issues. Join us May 17-19, 2006 in Wenatchee, WA for two and one half days of intense training and enjoyable networking. Register online at www.ga.wa.gov/events/EFChome.htm.

Consortium Timeline

Spring 2005—POS partners with GA Energy Team to host first Energy/Facilities Connections Conference

Winter 2006—POS celebrates 10 years of service; \$30 million saved to date